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October 29, 2012

Mr. James M. McDaniel  
Program Manager for Telecommunications  
State of South Carolina  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

RECEIVED  
2012 OCT 31 AM 11:18  
SC PUBLIC SERVICE  
COMMISSION

RE: Frontier Communications of the Carolinas, Inc. – 3rd Quarter Service Quality Report 2012

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 3rd quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

The ability to clear out of service troubles was impacted with higher than anticipated trouble volumes due to inclement weather. Frontier is striving to meet the objective in the fourth quarter.

Percent Repair Calls Answered W/I 20 Seconds

During July there was an increase in call volume due to the major storms in the Midwest, Southeast and Mid-Atlantic regions which caused widespread damage and service interruptions. In addition, during the 3<sup>rd</sup> quarter Frontier experienced increased call volumes related to remittance processing and billing. Frontier continues to hire additional call center employees to replace service reps due to attrition and has increased overtime.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in black ink that reads "Deborah Fasciano".

Deborah Fasciano  
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC  
Christopher Rozycki, ORS

**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**January to December 2012**

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation</b>												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/I 5 Days	85%	100.0	100.0	99.9	99.8	99.9	100.0	99.9	99.9	99.8		
Service Ord Commitments Met	85%	92.1	92.1	93.8	93.8	93.0	93.4	91.8	92.1	90.9		
<b>Maintenance</b>												
% OOS cleared within 24 Hours	85%	80.4	84.1	81.5	76.3	68.3	71.4	59.2	65.2	37.2		
<b>Service Response</b>												
%Dial Tone W/I 3 Seconds	95%	99.97	99.98	99.96	99.96	99.97	99.98	99.97	99.98	99.98		
% Repair Calls Ans W/I 20 Seconds	90%	55.4	66.5	73.3	91.2	74.5	62.7	39.7	64.5	81.8		
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	96.9	95.5	96.9	98.0	97.4	96.4	97.9	98.3	97.16		
DA Ans Time (% W/I 30 Seconds)	80%	95.0	94.9	96.4	97.5	95.7	94.6	96.1	97.2	95.62		
<b>Switching / Central Office</b>												
Total Access Lines (X 1000)	none	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58	181.58		
Interofc Call Failure Rate	3%	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.10	0.01		
Intraofc Call Failure Rate	2%	0.01	0.00	0.01	0.00	0.00	0.00	0.00	0.02	0.00		
Cust Ntwk Trbl/100 Lines	7.0	1.65	1.60	2.11	1.76	2.16	2.22	2.64	3.80	1.98		